

PROMOTING SAFE & LIVABLE COMMUNITIES

Keep Vulnerable Adults
Safe, Healthy & Self-Sufficient

ACCESS

Educate and link vulnerable adults to services to ensure they are safe, healthy and self-sufficient

- 20. Percentage of calls/contacts received and referred that result in accessing services
- 21. Average wait time across systems

PREVENTION & PROTECTION

Manage and deliver services to maximize their ability to remain safe and be independent

- 22. Work attendance rate for those adults who are case managed by Agency programs
- 23. Percentage of indigent clients referred to SSI Advocacy who receive SSI
- 24. Referral of Adult Protective Services clients to other county services without subsequent Adult Protective Services confirmed reports
- 25. Percentage increase in senior clients who use nutritional and other preventative services

TREATMENT & CARE

Provide education, referral, treatment, crisis intervention and supportive services to adults so that they can live safely and as self-sufficiently as possible in their communities

- 26. Percentage of adults maintaining or improving from intake to reassessment or discharge
- 27. Recidivism or readmission rates

ENSURE OPERATIONAL EXCELLENCE

In order to maintain a high level of operational excellence, HHSA must be financially strong, responsive and adaptable, and nurture a workforce that is skilled, competent and diverse. To accomplish this goal, the Agency adheres to the County's Required Disciplines.

Fiscal Stability

Ensures our ability to provide services our customers rely on, in good times and in bad.

Customer Satisfaction

Is a key indicator of our operational performance.

Regional Leadership

Helps us work together to get more done for San Diego County residents.

Skilled, Competent Workforce

Turns plans and resources into achievement and success.

Essential Infrastructure

Ensures the basic facilities and physical resources necessary for superior service delivery.

Information Management

Helps us organize and access vast amounts of data for operational efficiency.

Accountability/Transparency

Requires that County business be conducted as openly as possible.

Continuous Improvement

Maintains efficiency through continuous efforts to improve and innovate.

GUIDING PRINCIPLES

- Ensure all activities are outcome driven
- Assist employees to reach their full potential
- Foster continuous improvement in order to maximize efficiency and effectiveness of services
- Assure fiscal responsibility and integrity
- Provide customer focused and culturally competent Services
- Support courageous creativity
- Leverage opportunity with the community

For more information, contact the Strategy and Planning Division at (619) 685-2244.

ENVISION PROGRESS
A Strategy Agenda for the
Health and Human Services
Agency In San Diego County



A Five Year Plan
FY 2005-2010

VISION: Safe, Healthy, Thriving Communities

MISSION: To make people's lives safer, healthier and self-sufficient by managing essential services.

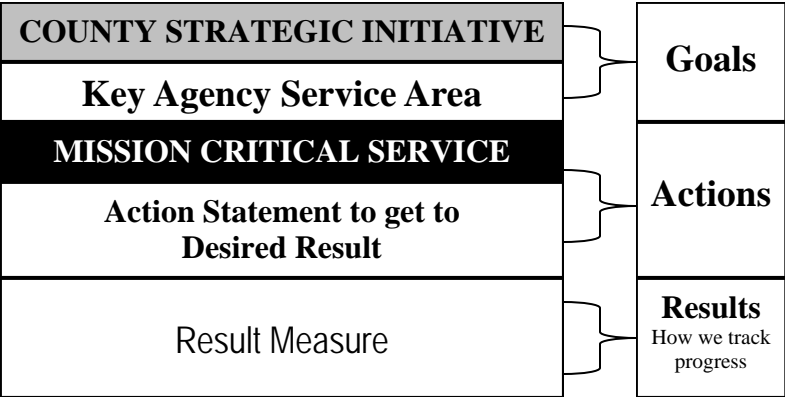
STRATEGY AGENDA BACKGROUND

The Health and Human Services Agency's Strategy Agenda links our goals and daily operations. It helps the Agency to translate our mission and vision into actions and results, so that each employee can better understand how his or her contribution makes a difference.

The Strategy Agenda was developed with input from citizen advisory committees, who helped to identify priority programs. It was further framed and refined by HHSA's Executive Team and focus groups engaging managers, subject matter experts, and advisory committee representatives.

The Strategy Agenda is the lighthouse that helps keep us on course, and spells out how we will track our progress along the way.

DOCUMENT KEY:
The Strategy Agenda is broken up into the five levels indicated below. The Strategy Agenda itself stems from the County's Strategic Plan.



IMPROVING OUTCOMES FOR KIDS

Keep At-Risk Children and Their Families Safe, Healthy and Self-Sufficient

PREVENTION

Provide educational information, early identification and intervention services to promote resiliency

- 1. Completion of recommended number of prenatal visits by patients
- 2. Children's immunization rates
- 3. Number of/Increase in children/families entering system voluntarily
- 4. Number of/Increase in children/families entering system involuntarily

ACCESS TO CARE

Provide outreach, enrollment and retention services so that children will become thriving, self-sufficient adults

- 5. Enrollment of children in Healthy Families and Medi-Cal
- 6. Children receiving recommended number of well child visits
- 7. School attendance for those children who are case managed by Agency programs
- 8. Average wait times across systems (children & families)

PROTECTION

Provide services that improve potentially dangerous conditions for children and families so they can live in healthy, safe and stable environments

- 9. Rate of subsequent substantiated child abuse and neglect
- 10. Reduction in number of changes in placement for children in foster care
- 11. Rate of re-entry of children and youth into the system

TREATMENT & CARE

Provide education, referral, treatment and other interventions to improve physical, mental health and financial challenges

- 12. Percentage of children or families maintaining or improving from intake to re-assessment or discharge

PROMOTING SAFE & LIVABLE COMMUNITIES

Protect the Public's Health

PREVENTION OF ADVERSE HEALTH RISKS

Provide education, information and other prevention services to prevent disease and injury and improve community health

- 13. Reduction in childhood obesity
- 14. Injury rates from motor vehicle crashes

SURVEILLANCE, INVESTIGATION & RESPONSE

Monitor, identify and investigate health-related events and behavior, and respond to reduce disease, disability and death

- 15. Time between diagnosis and reporting by medical providers for selected reportable diseases
- 16. Mandatory response time for selected reportable diseases by the Public Health Services Division

EMERGENCY PREPAREDNESS & RESPONSE

Train and prepare the workforce to be ready to respond to and recover from medical disasters and public health events

- 17. Increase/change in surge capacity to assist victims according to established standards OR percent variance in surge capacity from established standards
- 18. Speed of workforce response during community drills
- 19. Speed of public message deployment